



NOTICE

Amendments to the Compendium of Gas Customer Licence Obligations

The Economic Regulation Authority has approved amendments to the *Compendium of Gas Customer Licence Obligations* (Gas Customer Code).

The Compendium forms Schedule 2 of the Gas Trading and Distribution Licence and contains licence conditions made by the Authority under section 11M(1) of the *Energy Coordination Act 1994*.

The Authority introduced the Gas Customer Code in 2009 to ensure that gas customers received, where possible, protection equal to that provided for electricity customers under the *Code of Conduct for the Supply of Electricity to Small Use Customers*.

Following a review of the *Code of Conduct for the Supply of Electricity to Small Use Customers*, the Authority made a number of amendments to that Code, which will take effect on 1 July 2010.

To ensure that customer protection remains as consistent as possible across the electricity and gas industries, the Authority has made the same types of amendments to the Compendium.

The Authority undertook public consultation regarding the proposed amendments between 31 March and 30 April 2010. The Authority received three submissions, which are available on the Authority's [website](#).

The Authority has not made any amendments related to gas marketing provisions as these issues will be dealt with by the Gas Marketing Code Consultative Committee review of the *Gas Marketing Code of Conduct* due to commence in January 2011.

A copy of the [Decision](#) and the new [Compendium](#) are available on the Authority's website.

The Authority intends to amend all gas licences, in accordance with section 11W of the Act, in July 2010.

For further information contact:

General Enquiries

Ms Lanie Chopping
Assistant Director, Customer Protection,
Licensing, Monitoring & Customer
Protection
Ph: 61 8 9213 1900
Fax: 61 8 9213 1999

Media Enquiries

Ms Sue McKenna
Ms Joanne Fowler
The Communications Branch Pty Ltd
Ph: 61 8 9472 4411
Mb: 0424 196 771 (Sue McKenna)
0408 878 817 (Joanne Fowler)

LYNDON ROWE
CHAIRMAN

21 June 2010